Department of Consumer Affairs
Board of Psychology

Performance Measures
Q1 Report (July - September 2011)

To ensure stakeholders can review the Board’s progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

Volume
Number of complaints and convictions received.

Q1 Total: 171
Complaints: 147  Convictions: 24
Q1 Monthly Average: 57

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<th>July</th>
<th>August</th>
<th>September</th>
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<tr>
<td>Actual</td>
<td>36</td>
<td>78</td>
<td>57</td>
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Intake
Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.
Target: 9 Days
Q1 Average: 6 Days

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<tr>
<td>Target</td>
<td>9</td>
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<tr>
<td>Actual</td>
<td>4</td>
<td>7</td>
<td>6</td>
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Intake & Investigation
Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.
Target: 80 Days
Q1 Average: 57 Days

Formal Discipline
Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)
Target: 540 Days
Q1 Average: 1040 Days

Probation Intake
Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.
Target: 7 Days
Q1 Average: 11 Days
Probation Violation Response
Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target: 10 Days
Q1 Average: N/A

The Board did not handle any probation violations this quarter.